

Minutes
California 9-1-1 Advisory Board
June 2, 2010
State Capitol Building Room 447
Sacramento CA, 95811

Members Present

Troy Abney for Reginald Chappelle, California Highway Patrol
Chris Hinshaw, CALNENA
Lisa J. Hoffmann, San Francisco CECC
Lesli J. Wilson, North County Dispatch Joint Powers Authority (JPA)
Edward N. Bonner, Placer County Sheriff
Chip W. Yarborough, Heartland Fire Communications Authority
Robert Nichelini, Vallejo Police Department
Karen Wong, State of California OCIO/PSCD
Sam L. Spiegel, Folsom Police Department
Peter M. Bryan, California Fire Chief's Association

Members Absent

Mark Pazin, Merced County Sheriff's Department

Others Present

Frank Leaden, Verizon Business
John Bourne, Verizon Business
Leandro Franco, Verizon Business
Jeff Moore, Pendelton 9-1-1
Brian Van Den Broeke, Palo Alto Police
Frank Donoghue, AT&T
Michael Aguilar, California Public Utilities Commission
Steve Carr, Mission Consulting
Bill Stobbe, Mission Consulting
Jon Dickinson, Director for Legislation and Governmental Affairs, OCIO
Christy Quinlan, Chief Deputy Director, OCIO
Andy Nielsen, State of California OCIO/PSCD/9-1-1 Office

I. CALL TO ORDER, WELCOME AND OPENING REMARKS

Ms. Wong, Deputy Director of the Public Safety Communications Division (PSCD), Office of the State Chief Information Officer (OCIO) took roll and then called the meeting to order.

II. APPROVAL OF MINUTES OF MARCH 10, 2010

Mr. Hinshaw asked that a correction be made in Section V, Committee Reports, Committee on Outage Reports & Escalations, where CALNENA is referenced and said it should read CalEMA. Ms. Wong announced that the correction will be made. Mr. Hinshaw moved to accept the minutes as amended.

III. UNFINISHED BUSINESS

Ms. Wong introduced Bill Stobbe and Steven Carr of Mission Consulting. Mr. Stobbe and Mr. Carr gave a presentation of the draft overview of the Advisory Board's Long Range Planning Committee's 2010 9-1-1 Strategic Plan. Handouts of this were provided for all parties and

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labeled “Handout #2 OCIO 2010 9-1-1 Strategic Plan”. Mr. Stobbe concluded the presentation with the following statement: “Collaborative leadership: California’s diverse 9-1-1 community represents an incredible pool of talent and knowledge and dedication to public service. The California Office of the State Chief Information Office (OCIO), and its Public Safety Communications Division (PSCD) are dedicated to leading the change from the legacy 9-1-1 system to the next generation of 9-1-1 in California through collaboration with this entire community of involved stake holders”.

Mr. Chip Yarborough asked why the 9-1-1 Advisory Board was not issued a copy of the 2010 Strategic Plan before the County Coordinators were allowed to view the document.

Ms. Wong replied that the County Coordinators did not see the document. The document was seen by a small team of the County Coordinator Task Force Group along with the Long Range Planning Committee.

Ms. Wong informed the Board that there will be one more conference call with the Long Range Planning Committee before the Strategic Plan is completed and reiterated that the County Coordinator Task Force was allowed to review the draft Strategic Plan.

Chief Bryan stated that the Long Range Planning Committee worked for an entire day on the Strategic Plan and considered starting from scratch. Mr. Bryan wanted to reassure the Board Members that the goals and objectives that were captured from this meeting were included in the Strategic Plan and set the direction for the future of 9-1-1 in California.

Mr. Hinshaw wanted to let all parties know that the Strategic Plan still requires a large amount of work and that this is not the final revision of the document.

IV. REPORTS

a) 9-1-1 Office Update

Mr. Nielsen gave the report on the following items:

A New Technology and Product Work Group was put together. This group is comprised of the 9-1-1 Advisory Board, the County Coordinators Task Force (CCTF), members of CALNENA, and members of the California 9-1-1 Emergency Communications Office (9-1-1 Office). The group’s job is to evaluate the impact of new technology on 9-1-1 Services and to provide documented support for the new technology.

AB912: On May 10, 2010, an email was sent out to all PSAPs and County Coordinators announcing funding for Assembly Bill (AB) 912. There were attachments that included the funding request and application. This information was also posted on the 9-1-1 Office website. A “frequently-asked-question” document was created and will be on the web site to help them fill out the application.

NEW HIRE: Wes Nitta has recently joined the 9-1-1 Office team. Wes is a Supervising Telecommunications Engineer who came from the Office of Technology Services (or

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OTech) and he was the lead in negotiations for CALNet 1 and CALNet 2 contracts. Wes will be helping with the Next Generation projects.

RED Project: Still working on implementing the Routing on Empirical Data (RED) 3 Project which is scheduled to complete in the July time frame. RED 4 will start in Sacramento when RED 3 is complete. AT&T sent a message that said for the first time 51% of the wireless calls were being answered by the local PSAPs and 49% by the CHP.

ECaTS: The Emergency Call Tracking System (ECaTS) will continue rolling out throughout the State. There are approximately 200 PSAPs that have been converted to ECaTS. The 9-1-1 Office is currently working in San Bernardino and San Diego counties. The 9-1-1 Office is still on target to complete all the CARSNet PSAPs by the end of June 2010. Mr. Nielsen said the entire project is believed to be on schedule and should be complete by October 2010.

9-1-1 Grant Project: The 9-1-1 Office did issue a Request for Offer (RFO) to hire a consultant to help develop standards and deliverables for the platform. Mr. Nielsen decided to pull the RFO back as he wanted to make sure that the RFO was in line with the Strategic Plan and that the Advisory Board and the County Coordinators had a chance to look at the RFO before any decisions were made. When the Strategic Plan is completed, the RFO will be created in line with the goals that have been established.

County Coordinators: The 9-1-1 Office met with the County Coordinator Task Force (CCTF) on May 20, 2010. This was a follow-up meeting that Ms. Wong had with the CCTF at the CALNENA Conference in early March. Mr. Nielsen said that one of the action items that needed to take place was to work on the communication between the County Coordinators and the 9-1-1 Office. Mr. Nielsen said that a monthly meeting has been created to provide information to discuss what issues are occurring. Another action item was to look at 9-1-1 taking over the "Shape files" and what resources will be needed to facilitate the change. The 9-1-1 Office will be working with the CCTF to identify a governing structure that they can both agree to. This will help them lead to a better definition of roles and responsibilities for the County Coordinators and the 9-1-1 Office.

Access Line Sale: Verizon sold 25,000 access lines in California to Frontier. A few wire centers have been affected by the change. (Blythe, Palo Verde, Alpine, Coleville, Earp, and Havasu) And there are two PSAPs, Blythe and Del Norte, that will transfer from Verizon to Frontier. The County Coordinators have been notified of the transition and, at this, time have not experienced any problems with the change. The sale of the access lines should be completed by July 1, 2010.

Question: Would this change have an effect on people being able to dial 9-1-1?

Answer: No the change would not affect the handling of 9-1-1 calls.
No changes have been made to the infrastructure to handle 9-1-1 calls.

Question: Will holding off on processing the RFO affect the grant?

Answer: No, this grant only affects the northeastern part of California. The grant does not

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incorporate next generation technology. Its only sets the platform.

Question: Is there an ECaTS training program?

Answer: Yes, Direct Technology / Verizon provide a webinar for training.

Question: Have they resolved the issues with the delay with data transfer in ECaTS

Answer: Some research will be needed before an answer can be provided

Ms. Wong announced that a Newsletter will be published by the 911 Office for the Advisory Board. The first issue should be out at the end of the month. The Newsletter is currently in draft form.

b) Committee On Outage Notification & Escalation

Mr. Hinshaw reported that the State 911 Office has not met with the California Emergency Management Agency (CALEMA). A process has been developed and delivered to CALEMA who is reviewing it and the State 9-1-1 Office is still waiting for their response.

c) Committee On PSAP Consolidation and Hosted Solutions

Ms. Lesli Wilson reported that key elements were submitted for review. Ms. Wilson would like to have the elements submitted in the process with the 9-1-1 Strategic Plan. Ms. Wilson requested feed back from the Long Range Planning Committee. Ms. Wong accepted Ms. Wilson's request for feed back from the Long Range Planning Committee before completing the scope of work.

d) Committee On AB 912 Implementation

Due date for the AB 912 applications is August 1, 2010.

e) Committee On GIS

Ms. Wilson said GIS is waiting on a replacement for Mr. Burns before it moves forward.

V. NEW BUSINESS

a) Ford Sync / EMFinders / 3G Micro Cells

Ms. Hoffmann reported there were three issues in one. Ms. Hoffman had talked to some of the CALNENA members, and County Coordinators had talked to the State 9-1-1 Office regarding Ford Sync's new product that delivers a recorded message to the 9-1-1 center that should be the responding agency in the event that it receives a signal. Ford Sync and EMFinders are two issues rolled into one. EMFinders is another product that delivers a recorded message via the 9-1-1 system to PSAPS. CALNENA members were concerned that all PSAPS in California did not have wireless connectivity and these messages could be routing to the wrong PSAPS or to the CHP. The concern was that the CHP does not take action on missing persons; EMFinders is a solution for finding missing and or reporting missing persons who are incapable of communications for eg. Alzheimer's patients and children with medical conditions who have limited speech capabilities. Ms. Hoffmann had a conference call with EMFinders and the State 9-1-1 Office, and also some discussion regarding Ford Sync with Andy Nielsen of the 9-1-1 Office.

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The 3G Micro Cells issue was separate, and the State Office was building Master Street Addressing Guides (MSAGs) to deliver 3G Micro Cells with out having the need to go through the County Coordinators.

Mr. Nielsen reported on the issues with EMFinders and how his team was working with the County Coordinators to correct all the MSAGs. Mr. Nielsen's team has gone back and contacted all the PSAPs that were affected by the issue. There were over 20 PSAPs affected which have been contacted and trained on what to expect and what the impact was for their PSAPs.

Mr. Nielsen reported on Ford Sync and said he would be working with the CHP and Michelle Bland.

Mr. Nielsen reported on EMFinders and his team will be working toward a solution for the interim that will provide them a length of time to correct the issues and then determine if the amount time was sufficient for California or not.

b) Broadband Technology Opportunities Program

Mr. Jon Dickinson, Director for Legislation and Governmental Affairs, OCIO, reviewed a presentation on Broadband Deployment and Adoption issues. The information informed the 9-1-1 Advisory Board that when considering deployment of Next Generation broadband across California, his office found that 96% of US households identified in 2006 did not have access to broadband. California has a large geographical area untouched by broadband and as we move towards using a Next Generation Broadband application we will need to find other methods of finding funding for the infrastructure. Mr. Dickinson informed the Board that he has been focused on looking at the American Recovery and Re-Investment Act for securing these funds. Mr. Dickenson also mentioned that he was still looking for other means of finding funding.

c) Chief, California 9-1-1 Emergency Communications Office Position – State Hiring Process

Ms. Wong spoke about the notice to fill the CEA position. Ms. Wong mentioned that the hiring process for the State CEA position is a civil service appointment process. Ms. Wong publicly reviewed all requirements for applicants.

Ms. Christy Quinlan, Chief Deputy Director of the OCIO, cited the new information which was added as of January 2010. The new information stated that Honorably Discharged military personnel that do not currently serve as a civil service employee are still eligible for the CEA position providing the applicant meets the other requirements as specified by the posting.

VI. ANNOUNCEMENTS

- a) Chief Bryan wanted to discuss Long Range Planning and talk about 3 objectives that were discussed in a previous meeting by Chief Spiegel and how important these objectives are. The first objective is to improve communication from the County Coordinators and up; and

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out communications from the 9-1-1 Office. The second objective is on repurpose funding on allowed expenditures. The third objective is on excluding telecommunication technology and identifying technology that should be supported when it affects data. Chief Bryan also talked about structure for on going support for the 9-1-1 Office which is responsible for making these projects work.

VII. PUBLIC COMMENTS

- a) Mr. Darnell with Santa Clara County Communications, had questions on AB912. Asking if the OCIO set the surcharge, what the surcharge is, and what is the rate of collection and anticipated monies? Ms. Wong asked that Mr. Darnell send in his questions by email so PSCD may provide a written response and place the information in the 9-1-1 Newsletter.
- b) Mr. Aguilar from the California Public Utilities Commission (CPUC) informed the Board the CPUC voted in April to open a formal proceeding to determine the need for new rules that apply to 9-1-1 calls that originate from multiline phone systems such as PBX or Centrex known as Multi Line Telephone Systems (MLTS). The CPUC encourages all stakeholder and effected parties to participate in the proceedings so that all points are heard. The PUC will hold a series of workshops in San Francisco and possibly in Los Angeles. Stakeholders are invited to identify and discuss the issues in an open environment. It was mentioned that CALNENA would be participating in the workshops.

VIII. ADJOURNMENT

Ms. Wong adjourned the meeting at approximately 11:00 A.M.

Handouts

- 1 CA 9-1-1 Advisory Board Agenda June 2010**
- 2 CA 9-1-1 Advisory Board Minutes – March 2010**
- 3 OCIO 2010 / 9-1-1 Strategic Plan**
- 4 Outage Report**
- 5 California Broadband Update**

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